



EOHHS Virtual Gateway Provider Newsletter

June 2005

Volume 1, Number 1

In This Issue

- Virtual Gateway Recognized for Innovation
- Virtual Gateway Welcomes Two New Services
- Access Administration
- Coming This Summer
- TTY Access
- Suggestions and Comments

Helpful Links

[Virtual Gateway Training and Assistance Materials](#)

[Virtual Gateway Access Administrator Frequently Asked Questions](#)

Virtual Gateway Recognized for Innovation

The Massachusetts EOHHS Virtual Gateway was selected as a *Computerworld 2005 Honors Laureate* from an international field of candidates. This award recognizes projects using innovative technology to better society.



THE COMPUTERWORLD
HONORS PROGRAM

Founded in 1988, the *Computerworld Honors Program* searches for and recognizes individuals who have demonstrated vision and leadership as they strive to use information technology in innovative ways across 10 categories: Business and Related Services; Education and Academia; Environment, Energy and Agriculture; Finance, Insurance and Real Estate; Government and Non-Profit Organizations; Manufacturing; Media, Arts and Entertainment; Medicine; Science; and Transportation.

To all of our users: Thanks for working with us to enable the Virtual Gateway to deliver on the Commonwealth's commitment to providing improved access to Human Services through modern technology.

Virtual Gateway Welcomes Two New Services

Provider Data Management, Interpreter Referral Information System are now available through the Virtual Gateway

Provider Data Management is a web-based, secretariat-wide central repository of common information about EOHHS Purchase of Service (POS) providers. The PDM service reduces duplicative data entry and form submission, copying, distribution, and storage by providers that submit similar information to multiple EOHHS agencies as part of re-contracting and licensing activities. Agencies will now provide this information through the PDM service.

The Interpreter Referral Information System (IRIS) manages requests for American Sign Language interpreters and Computer Assisted Realtime Translation (CART) Services. The system enables users to request an interpreter and view the status of a submitted request. Providers can browse potential assignments and provide their scheduling availability.

Contact Us

Virtual Gateway Help
Desk

800-421-0938

(TTY: 617-988-3301)

Access Administration

To manage its workers' access to the Virtual Gateway, each provider designates an Access Administrator. This person is authorized to work with Virtual Gateway Operations to add, modify, and deactivate access to the Virtual Gateway.



To learn more about the role of your Virtual Gateway Access Administrator, [click here](#).

If you are a user with questions about your Virtual Gateway access, contact your organization's Access Administrator. For *password resets*, please call the Virtual Gateway Help Desk directly.

If you are the Access Administrator for your organization and you have any questions or need Virtual Gateway access forms, please contact the Help Desk:

Virtual Gateway Help Desk
800-421-0938 (TTY 617-988-3301)

Coming This Summer



Common Intake is a Virtual Gateway service that enables intake workers to apply for seven EOHHS programs on behalf of a client by completing a single online application.

Soon, Common Intake will be expanded to include additional EOHHS services. We'll be sure to communicate these changes to you in a future Provider Newsletter.

TTY Access

The Virtual Gateway Help Desk is TTY accessible. Users may contact the Virtual Gateway HD via TTY at 617-988-3301.

Suggestions and Comments

If there is a topic you'd like to see covered in an upcoming newsletter, please let us know:

VirtualGatewayHHS@state.ma.us

